

SPYPOINT

XCEL

STREAM



USER MANUAL

ACTION CAMERA

Model:
XCEL STREAM

v1.3



THANK YOU FOR CHOOSING A SPYPOINT-XCEL PRODUCT.

This manual will guide you through all the features of your device so that you will get optimal use out of your product.

Our priority is to provide outstanding customer service. If you need support for your product, please contact the SPYPOINT-XCEL technical service or visit our website.

CONTACT



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xcelcam.com / spypoint.com

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ABOUT US



For 10 years, GG Telecom, makers of XCEL products and SPYPOINT surveillance cameras, has the mission to offer products that are easy to use, innovative, affordable and of exceptional quality. We promote family values and the involvement of our employees in all stages of development, manufacturing and product promotion. Our priority is to provide outstanding multilingual customer service.

Prosperous and respected, GG Telecom is a company that keeps abreast of new technologies and listens to its customers. Our XCEL products are constantly being developed. Our research and development team works tirelessly to offer high performance action cameras and a full range of innovative accessories that will follow you everywhere and let you capture your best moments.

More than a dozen accessories are included with the XCEL camera. Just install your camera to discover a world of possibilities.

XCEL | Show your skills

Table of contents

STREAM

Package contents	4
Components	5
Gettings started	7
MicroSD card	6
Charging the camera.....	6
Attaching to XCEL mounts	7
Camera menu	8
XCEL STREAM application	9
Local	10
Internet	13
Transferring files to a computer	15
Viewing on a television	16
Maintenance of the camera	17
Troubleshooting	18
Error messages	18
Available accessories	19
Specifications	
XCEL STREAM	21
Regulation	22
Limited warranty	23
Repair service	23

Package contents

STREAM

ACCESSORIES INCLUDED:



12V charger



Flat adhesive mount



XCEL mount adaptor



Slider



Strap slider



Low quick release stand with safety ring



USB cable



Strap



Lens cleaning cloth



Hunting camo waterproof housing



SPYPOINT stickers (3)



Clear waterproof housing



XCEL stickers (3)

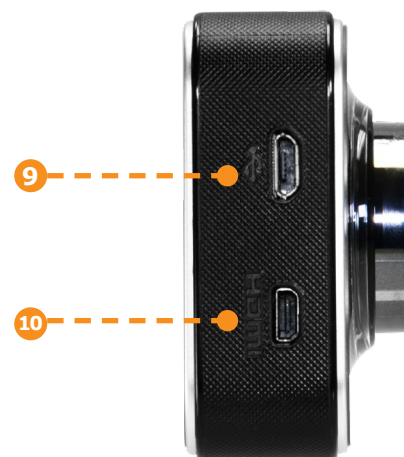
BACK VIEW



LEFT VIEW



RIGHT VIEW



- 1 Power button
- 2 Speaker
- 3 Indicator
- 4 Record button
- 5 LCD screen
- 6 Lens
- 7 Microphone
- 8 MicroSD card slot
- 9 Micro-USB port
- 10 Micro HDMI port

Getting started

STREAM

INSERTING THE MICROSD CARD

Insert a microSD memory card in the card slot, gold contacts facing up. The card is inserted correctly when a click is heard.





REMOVING THE MICROSD CARD

Lightly press the memory card into the camera once to pop it out of the slot and remove it.

Note: The camera is compatible with microSD memory cards with capacity up to 64 GB (not included). See AVAILABLE ACCESSORIES section.

TURNING ON THE CAMERA

To turn **on** the camera, press .

To turn **off** the camera, press and hold  a few seconds until the screen shuts down.

CHARGING THE CAMERA

The camera can be charged with:

1. A booster pack, using the included 12V charger
2. Any car/ATV 12V outlet, using the included 12V charger



3. A USB power source (e.g. a computer)



4. A wall socket, using the USB power adaptor (XHD-A sold separately)



EXTERNAL POWER SOURCE FOR EXTENDED USE

While using the camera, an external power source can be used to provide continuous power and allow a longer autonomy period. All of the power sources shown can be used to power the camera continuously during use.

USING THE CAMERA WITH THE WATERPROOF HOUSING

Insert the camera into the housing and close it tightly to protect the camera and allow underwater use. The housing is waterproof up to 160 ft.



To open the housing, slide down the lock (1) while switching the latch to unhook the groove of the front cover (2). Flip the lid to open the housing (3).

ATTACHING THE CAMERA TO XCEL MOUNTS

The XCEL mount adaptor is necessary to attach the camera and the housing to any XCEL mount.

Installation



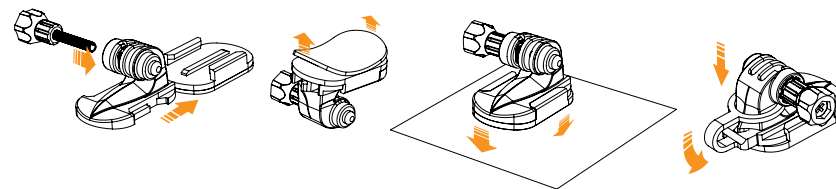
With housing: Screw the XCEL mount adaptor into the hole provided in the housing.

Without housing: Insert the slider in the runner located at the top of the camera*. Then, screw the XCEL mount adaptor into the hole provided in the slider.


*The orientation of the image can be changed in the mobile app.



Note: The XCEL mount adaptor is designed to attach securely and adequately to the anchorage system of the camera and resist to activities with impact.

INSTALLING THE QUICK RELEASE STAND WITH SAFETY RING











CAMERA MENU

To enter the menu, press  in the preview screen.

Use  to navigate the menu and  to select.

At the end of the menu options, the camera goes back to the preview screen.

Playback		Play recorded videos
Action Cam/ Dash Cam		Switch between Action Cam and Dash Cam modes
Wi-Fi local		Enable/Disable Wi-Fi for wireless connection on a smartphone
Wi-Fi cloud		Enable/Disable internet cloud connection for live streaming
Voice record		Enable/Disable voice recording (Dash Cam mode)
Auto record		Enable/Disable auto recording on 12V (Dash Cam mode)
Screen auto off		Screen turns off after 60 sec. of non-operation (Dash Cam mode)
Settings		Reset to default settings or format SD card

Menu language and advanced settings can be set via the smartphone application (see p.11 for more information).

OPERATION MODES

The camera has 2 recording modes; **Dash Cam** and **Action Cam**. Dash Cam mode is set by default. Modes can be switched from the camera menu.

ACTION CAM

Press  to trigger and stop recording.

The record duration is limited to the memory space available. The camera screen displays the SD card remaining recording time.


DASH CAM


Continuous loop video recording in 3 min sections.

Press  to trigger recording. Press  then  to stop recording. The camera screen displays the current date & time.

In this mode, when the memory card is full, the camera will continue to record videos by deleting the first recorded files.

Emergency functions

Emergency recording can be triggered by car impact* or by pressing  during loop video recording.

When the emergency option is triggered, a 1 min video section will be separated from the loop video recording; 30 sec before the triggering and 30 sec after. In Playback, emergency videos will be identified with .

*See p.12 for more information.

XCEL STREAM Application

STREAM

DOWNLOADING THE APP

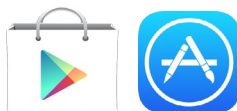
Before using your camera with your smartphone, install the **XCEL STREAM** app from Google Play Store or Apple Store.

1. Go to Google Play Store or Apple store on your smartphone or tablet.

2. Search for **XCEL STREAM**.

3. Tap «Install».

4. Wait for the end of the installation before using your phone to control the camera or to live stream over the web.

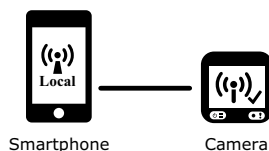


APP FUNCTION

The app has two functions; Local and Internet.

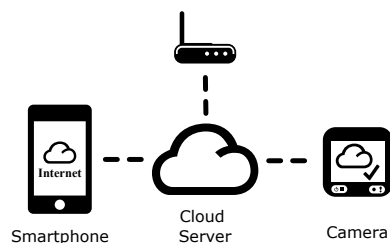
LOCAL


The smartphone directly connects to the camera via Wi-Fi for remote control, setup, photo and live view.



INTERNET

The smartphone and the camera are connected to the cloud server for live streaming. The access point can either be a wireless router, a 3G/4G mobile wireless router or a 3G/4G hot spot.



 The quality of the streaming depends on the speed of your access point's internet connection.

Note : During live streaming, no footage can be recorded.

CONNECTING THE CAMERA TO THE SMARTPHONE APP

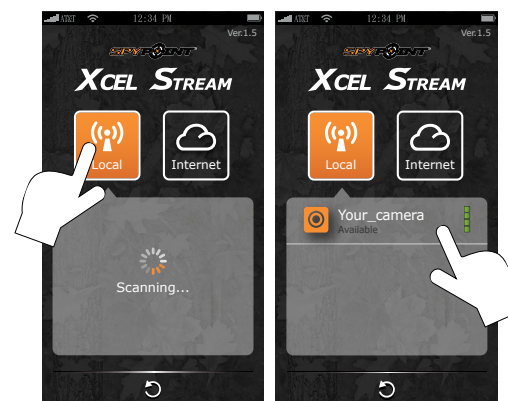
1. In the menu of the camera, enable the Wi-Fi local option.




2. Turn on the Wi-Fi option of your smartphone and choose the network named after your camera ID (ex: R2-...)

3. Run the **XCEL STREAM** app. 

4. Tap on the Local icon, and then select your camera.



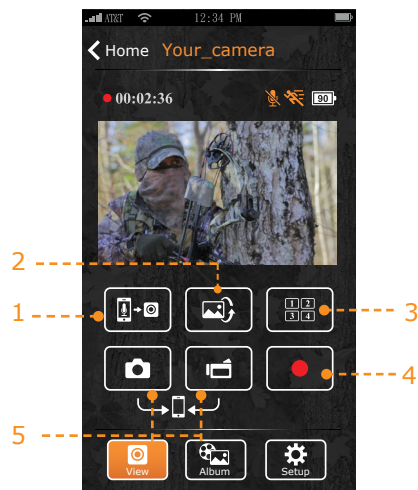
• An arrow  will appear in the upper left corner of the camera screen. It means the smartphone is connected to the camera.

 In "Local", you can only control the camera via the phone.

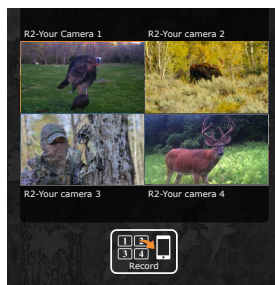
XCEL STREAM Application "LOCAL"

STREAM

VIEW



1. Enables voice communication between the camera and the smartphone.
2. Changes the orientation of the image and the menus when the camera is placed upside down.
3. Allows viewing multiple cameras at the same time.



Connect a camera to the "Local" app, and then click on the multiple camera icon. The mobile will detect the other cameras and they will automatically be connected. Up to 4 cameras can be added.

It is possible to record a video including all of the camera views. Press Record once to start recording and press it again to stop recording.

A window can be selected for single view.


4. Starts/stops video recording. Files are saved to the camera microSD card only.
5. Starts/stops video recording or takes photos. Files are saved to the smart phone only.


ALBUM

Allows to view and manage videos stored in the camera microSD card.



1. Manage videos taken in Action cam mode.
2. Manage videos taken in Dash cam mode.

3.  Select or unselect all

-  Copy the files in the smartphone

-  Delete selected files

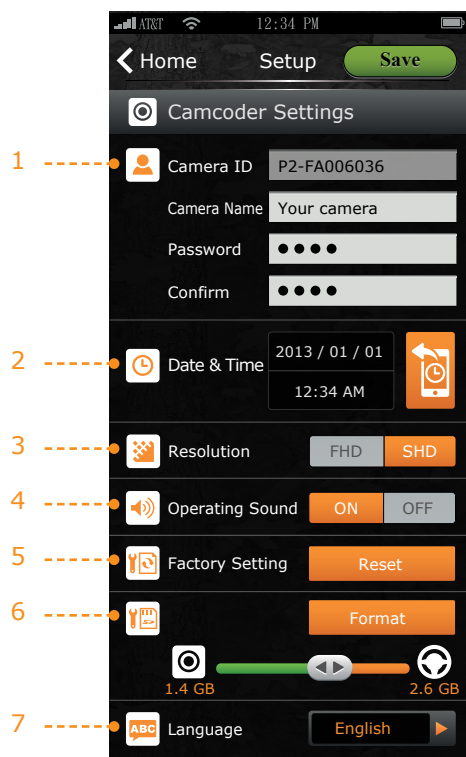
-  Close menu

XCEL STREAM Application "LOCAL"

STREAM

SETUP

Allows to configure the advanced settings. There are three categories of settings: Camcorder settings, Internet settings and Car DVR settings (Dash cam).



CAMCORDER SETTINGS

1. The camera ID is the default camera ID.

The camera name is the name the user gives to the camera to easily identify it. A password can be set but is not necessary.

Note: The password is not case sensitive.

2. Synchronizes date and time with the mobile.

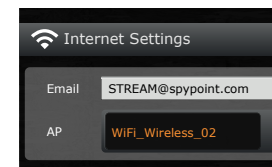
3. Allows to choose the video resolution (Full HD or Super HD). Here is a table showing the different resolutions depending on the recording type.

	Recording on SD card	Recording on mobile
FHD	1920 X 1080	800 X 480
SHD	2304 X 1296	800 X 480 *

* If SHD resolution is not supported by the mobile, videos will not be recorded properly. To know if it works on your mobile, record a video in that resolution and try viewing it.

4. Enables or disables the operating sounds of the camera.
5. Resets factory settings.
6. Allows to format SD card and to attribute space for each of the modes (Action cam and Dash cam).
7. Allows to choose the language of the camera menu.

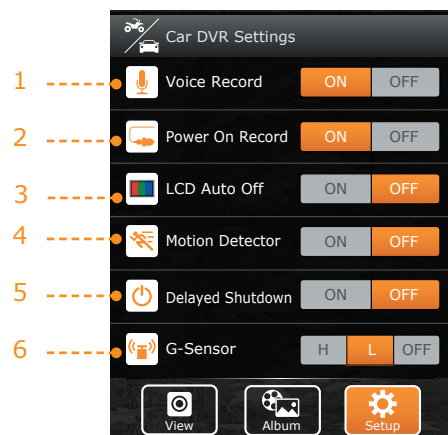
INTERNET SETTINGS



Allows to set an email and access point to be able to live stream in "Internet". Choose the access point that will be used to connect to the internet.

CAR DVR SETTINGS (DASH CAM)

These settings are available in Dash cam mode only.



1. Enables or disables sound recording.
2. Enables or disables auto recording on 12V. When the camera is powered by a 12V source, for example on an ATV, recording automatically starts when engine starts.
3. When this option is enabled, the screen of the camera turns off after 60 seconds of inactivity. When the screen turns off and a video is being recorded, the indicator flashes green to indicate that the camera is still recording.

Note: To turn the screen on again, press one of the two camera buttons.

4. This option allows to trigger recording by movement detection. When the camera is powered by a 12V source and that the power stops, the user has to choose to activate the movement detection or to turn the camera off.

If the user chooses to activate movement detection, the camera will record 60 second videos at each movement detection.

5. When the camera is powered by a 12V source and that the power stops, the user has to choose either to continue recording or to turn off the camera. By pressing "Active", the camera will continue to record until it runs out of batteries.

6. Allows to automatically record emergency videos in case of impact.

H: Small impacts will trigger an emergency video.

L: Impacts have to be important in order to trigger an emergency video.

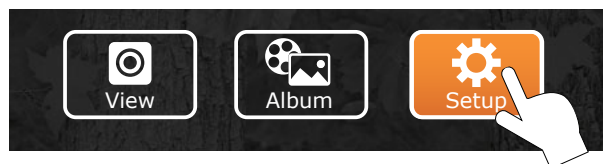
OFF: Emergency videos can only be triggered manually (see p.8 for more details)

XCEL STREAM Application "INTERNET"

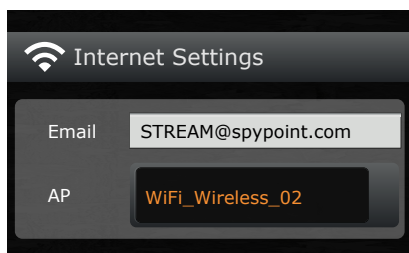
STREAM

PREPARING THE CAMERA FOR LIVE STREAMING (CONNECTING THE CAMERA TO THE CLOUD SERVER)

1. With your smartphone, open the App in "Local" then click on "Setup".



Under "Internet Settings", enter your Email and AP (access point). Choose the access point you will use to connect to the internet, then press save.



2. In the menu of the camera, enable the Wi-Fi cloud option.



When the Wi-Fi cloud is enabled, the menu screen of the camera displays the connection process. When it is done, the screen will switch to preview.



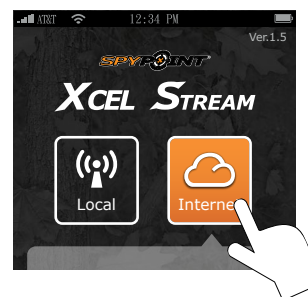
PREPARING A DISTANT SMARTPHONE FOR RECEIVING LIVE STREAMING (CONNECTING A SMARTPHONE TO THE CLOUD SERVER)

! In order to view live streaming from a smartphone, the XCEL STREAM app must be installed.

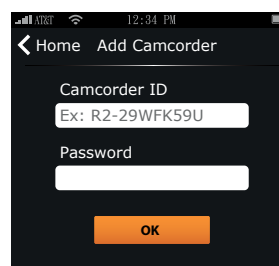
1. Connect the smartphone to the internet.

2. Run the XCEL STREAM app. 

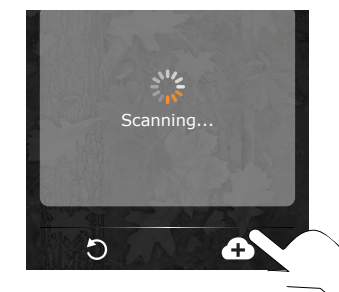
3. Tap on the Internet icon.



5. Enter the camera ID and the password (if applicable) of the camera from which you want to see live streaming.



4. Tap on the + icon



6. Tap on the camera ID when it is online.



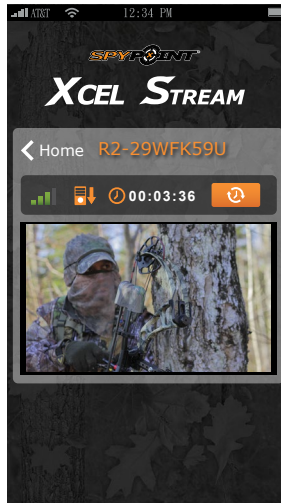
An arrow will appear in the upper left corner of the camera screen. It means that live streaming has started.



XCEL STREAM Application "INTERNET"

STREAM

LIVE STREAMING SCREEN DISPLAY



Indicates the signal strength of the camera.



Indicates that the camera and the application are connected via the cloud server. If the icon does not appear, it means that the camera is connected directly to the smartphone.



The countdown indicates the time remaining before the interruption of live streaming. Press this button to refresh the countdown and continue live streaming.

Transferring files to a computer

STREAM

TRANSFERRING FILES TO A COMPUTER

Allows to transfer or to view videos using a computer.

1. Connecting the camera to a computer using the USB cable included.



2. The computer will detect the camera and install the driver automatically.
3. Click on "My Computer" and select "Removable Disk".
4. Then click on "DCIM" and "100MEDIA" to find all recorded videos.
5. Drag or save the files to the desired location.

Taking the memory card out of the camera and inserting it into the computer slot will achieve the same results (a microSD adaptor may be required).

Note: Videos in .MP4 format require the use of a compatible video player software such as VLC, Windows Media Player or QuickTime.

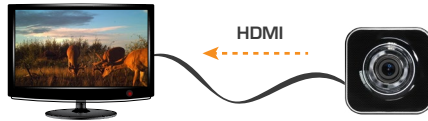
Viewing on a television

STREAM

VIEWING ON A TELEVISION

Allows the user to view videos directly on a television.

1. Turn the camera off.
2. Connect the camera and the TV with an audio-video cable (sold separately).



3. Turn the camera on.
4. Tune the TV to the HDMI channel. The camera's display will now be on the TV.
5. Select "Playback" and choose between Action Cam and Dash Cam to view videos.

Note: When the camera is connected to a television, it is also possible to record videos. The camera functions are the same as usual.

CLEANING THE LENS

To clean the lens, use an air blower to remove dirt such as dust or sand. Then gently wipe the lens tissue (included) on the lens.

CLEANING THE CAMERA

Gently wipe the camera with a soft, dry cloth. DO NOT use thinners or other cleaners to clean the camera, these products can cause damage.

CLEANING THE WATERPROOF HOUSING

It is important that the rubber gasket is always clean to ensure a perfect seal. Rinse the housing in fresh water and shake it to dry. Do not use a cloth to dry the seal, as lint may settle there and compromise the effectiveness of it. After using the housing in salt water, rinse it in fresh water and dry it. The salt can build up on the seal and the buttons may rust.

STORAGE

If the camera will not be used for more than a month, the camera should be stored properly. The storage temperature should be between -10 °C and + 60 °C (+14°F and +140 °F).

Note: It is important to follow these tips, because the warranty does not cover any GG Telecom products which has been subjected to water damage due to user error. See p.23 for more information on the warranty.


WARNINGS

- Never place the camera inside or above a heating device such as a microwave oven, a stove or a radiator. This could lead to overheating or the deformity of materials, or even cause a fire or explosion.
- Protect the lens from fingerprints and scratches using the waterproof housing.
- Do not expose the memory card to extreme temperatures (below -20 °C or above 50 °C). This may cause the memory cards to malfunction.
- Insert the memory card in the correct direction, otherwise it may damage the camera and the memory card.
- Do not bend, drop or subject the memory card to shock or pressure.
- Do not put the memory card into contact with liquids, dust or foreign bodies. If the memory card is dirty, clean with a soft cloth before you insert it into the camera.
- Do not place the camera on flammable surfaces such as bedding, blankets, carpets, or electric blankets for extended periods.
- The recommended operating temperature is between -20 °C to + 70 °C (-4 °F to +158 °F)
- Cold temperatures can affect battery life.


Troubleshooting/ Error messages

STREAM

TROUBLESHOOTING

Problem	Possible solutions
Impossible to turn on the camera	<ul style="list-style-type: none"> • Charge the battery.
The screen of the camera turns off	<ul style="list-style-type: none"> • The screen turns off in Dash cam mode when the "Screen auto off" option is enabled. To turn the screen on again, press one of the two buttons. • To disable this function, select the option in the camera menu and press .
The camera turns off	<ul style="list-style-type: none"> • Charge the battery.
Impossible to take videos/photos	<ul style="list-style-type: none"> • Charge the battery. • Memory card is full. • Verify if the camera is turned on. • The only way to take photos is via the "Local" application.
The camera heats	<ul style="list-style-type: none"> • It is possible that the camera warms up during extended use. This is normal and does not affect the life or performance of the camera.
The housing fogs	<ul style="list-style-type: none"> • Use anti-fog inserts, sold separately (see AVAILABLE ACCESSORIES section). • Apply an anti-drip solution on the lens of the housing to prevent fogging when using the camera in the rain or underwater.
The videos/photos do not appear on the television	<ul style="list-style-type: none"> • Verify if the camera is correctly connected to the television using the HDMI cable. • Verify if the memory card contains videos.
The computer does not recognize the camera	<ul style="list-style-type: none"> • Verify if the camera is properly connected to the computer using the USB cable. • Verify that camera is turned on.
The computer can't play videos	<ul style="list-style-type: none"> • The .MP4 video format requires the use of a video playback software compatible such as VLC, Windows Media Player or QuickTime. • If the video was recorded in the mobile, make sure it supports SHD resolution.

Impossible to connect to the application.
Message: "Camera is in recording mode".

- When recording a video on the camera SD card, the connection will fail if the mobile is put in Sleep mode.
- Stop the video recording by pressing .

ERROR MESSAGES

Error message	Possible solutions
No SD card	<ul style="list-style-type: none"> • There is no memory card in the camera. The use of a memory card is required to record videos.
No Available Wi-Fi access point (AP).	<ul style="list-style-type: none"> • An access point has to be set to access the app in "Internet" (see p.11).
Login failed	<ul style="list-style-type: none"> • The connection to the Wi-Fi cloud failed. Try again.
Connection failed	<ul style="list-style-type: none"> • The connection to the Wi-Fi cloud failed. Try again. • Make sure the access point is set properly (see p.11).
Memory full	<ul style="list-style-type: none"> • Delete the files or use a new memory card
Low battery	<ul style="list-style-type: none"> • Charge the battery using the supplied USB cable.
Buttons disabled when connected to mobile.	<ul style="list-style-type: none"> • The camera can only be controlled via the smart phone/tablet when connected in "Local".

Available accessories

STREAM

To obtain more information on the available accessories, go to xcelcam.com / spypoint.com. Here are the accessories available for the XCEL cameras.

KITS



XHD-BJM
Ball joint mount and
low quick release
stand kit



XHD-HK
Helmet kit

POWER



XHD-A
USB power
adaptor



XHD-CUSB
Dual USB car
charger

MOUNTING ACCESSORIES



XHD-360RBM
Roll bar mount



MA-360
Camera mount



XHD-AM
Adhesive mount



XHD-BM
Bow mount



XHD-CHM
Chest mount



XHD-CM
Cap mount



XHD-DM
Decoy mount



XHD-DOG
Dog mount



XHD-HSM
Head strap mount



XHD-NVG
NVG helmet
mount



XHD-PICATINNY
Picatinny mount



XHD-PM
Pole mount



XHD-SCM
Scope mount



XHD-SGM
Shotgun mount



XHD-SM
Suction mount

Available accessories

STREAM



XHD-SSM
Sling stud
mount



XHD-TPM
Tripod mount

MEMORY



MICROSD
16GB/32GB

PROTECTION AND OTHERS ACCESSORIES



XHD-FOG
Anti-fog inserts



XHD-TL
Tether leash

Specifications • XCEL STREAM

SSTREAM

Video recording

Video resolution	FHD: 1080p /30 fps SHD: 1296p /30 fps
File format	.MP4

Photo Recording

Photo resolution	2 MP
File format	JPG

Lens

Optical field of view	• 160° wide angle
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Audio

Sound recording	Stereo, MPEG AAC codec
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Memory storage

Support	<ul style="list-style-type: none">• Internal memory: no• External memory: microSD card, up to 64 GB (not included)
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Viewing

TV output	Micro-HDMI
Computer output	Micro-USB

Power source

Rechargeable internal battery	700 mAh Li-ion rechargeable battery
-------------------------------	-------------------------------------

Dimensions

2.2" W x 2.2" H x 1.1" D

Weight

2.5 oz (camera)
3.2 oz (camera with housing)

Wireless functions

- Built-in Wi-Fi up to 400 ft

Regulation

FCC REGULATIONS

FCC Part 15



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CE Hereby, GG Telecom declares that this camera is in compliance with the essential requirements and other relevant provisions of Directive 99/5/EC. The user can obtain a copy of the Declaration of Conformity by e-mail at **info@spypoint.com**.



RoHS

Limited warranty and repair

STREAM

This XCEL product designed by GG Telecom, is covered by a one (1) year warranty on material and workmanship starting from the original date of purchase. The sales receipt is your proof of purchase and must be presented if warranty service is needed. This warranty will be honored in the country of purchase only.

This GG Telecom warranty does not apply: (a) to consumable parts, including but not limited to batteries, which performance is designed to decrease over the course of time; (b) to damage caused by misuse, use with another product, neglect, accidents, liquid contact, fire, earthquake or any other external cause; (c) to GG Telecom products that have been purchased online from an unauthorized dealer; (d) to products that have had any modification or tampering; (e) to cosmetic damage including but not limited to scratches and broken plastic; (f) to damage caused by operating the GG Telecom product outside of GG Telecom's recommendations.

INSTRUCTIONS FOR REPAIR SERVICE

GG Telecom will repair the product without charge or replace it at its discretion with an equivalent product, if it has a manufacturing defect covered by the warranty described previously. We will pay the shipping costs only for the return of the products covered by the warranty. The shipping costs for an item sent to us will be assumed by the customer.

Repairs for damages not covered by the warranty will be subject to a reasonable charge. The customer will pay all shipping costs.

- 1. BEFORE** sending a product for repair, please contact our technical support team at 1-888-779-7646 or tech@xcelcam.com. Clearly describe the problem and give a phone number where we can reach you. It happens regularly that some problems can be solved over the phone.
- 2.** If a product needs to be sent, an RMA number will be given to the customer (Return Merchandise Authorization).
- 3.** Prepare a package for GG Telecom and include the original receipt or a copy.
- 4.** Write the RMA number on the outside of the package and send it to:

CANADA
GG Telecom
120 J.Aurèle-Roux
Victoriaville, QC
G6T 0N5

United States
GG Telecom
555 VT route 78
Swanton, Vermont
05488

IMPORTANT: Under no circumstances will GG Telecom accept returned products without a Return Material Authorization number (RMA). It is essential to contact us before making a return.

The customer is liable for loss or damage to the product that may occur during the transport to GG Telecom. We recommend you to use a traceable method of shipping to ensure your protection.

► **WWW.XCELCAM.COM**
WWW.SPYPOINT.COM